ABSTRACT

There is disclosed a telephone voice control system capable of reducing the load on an application program in CTI technology to enable loading of the application program. This system is furnished with an intermediate processing unit (middleware) and an application program. The intermediate processing unit is provided with a call processing part 104, a voice data processing part 106, a status management part 105 for maintaining the status of the call processing part and the voice data processing part, and a control part 103 for controlling the call processing part and the voice data processing part. The application program sends a request to the intermediate processing unit. In operation, the control part compares a state enough to execute the request from the application program with the status maintained by the status management part, and if both disaccord, requests the call processing part and the voice processing part to perform processing for matching both states with each other. In this case, the application program has only to issue the same voice playback or recording request to the intermediate processing unit anytime without the need to manage the call connected, the connected state of a voice data path and the like.